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Deputy Secretary

**GROUP TERM LIFE AND ACCIDENTAL DEATH AND
DISMEMBERMENT (AD&D) INSURANCES**

RFP No. F10B8400043

**AMENDMENT #3
ISSUED APRIL 25, 2018**

Ladies/Gentlemen:

This Amendment #3 is being issued to amend language and clarify information contained in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. The changes are listed below; new language has been double underlined and marked in red bold (ex. **new language**) and language deleted has been marked with a double strikeout (ex. ~~strike out~~).

1. Revise Appendix P. Performance Guarantees and Liquidated Damages, P-1 Group Term Life Insurance Quarterly Report, on page 147 of the RFP as follows:

2. Telephone Call Abandonment Rate	Abandonment Rate of 3% or less	Self Reported Frequency of report: Quarterly	\$500 per percentage point over 3 % per reporting period
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2. Revise Appendix P. Performance Guarantees and Liquidated Damages, P-2 Accidental Death and Dismemberment Insurance Quarterly Report, on page 151 of the RFP as follows:

2. Telephone Call Abandonment Rate	Abandonment Rate of <u>3</u> % or less	Self Reported Frequency of reports: Quarterly	\$500 per percentage point over <u>3</u> % per reporting period.
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3. Replace Appendices 2.1, 2.2, and 2.3 with the attached **Revised Appendices 2.1, 2.2, and 2.3**. Appendices 2.1-8, 2.2-8, and 2.3-8 are revised to reflect the standard/goal for the telephone call abandonment rate of 3% or less in PG-2 for both Life and Accidental Death Insurances.

Date Issued: April 25, 2018

By: Pamela Malech
<Signed>
Procurement Officer